### Logging In

1. Open your Internet Browser.
2. Enter the following in your address bar: [https://www5.paymentnet.com](https://www5.paymentnet.com)
3. Enter the following on the PaymentNet Login Screen:
   - **Organization ID:** Enter your Org ID
   - **User ID:** Enter your User ID
   - **Pass Phrase:** Enter Pass Phrase
4. Click **Go**
5. You will be required to change your pass phrase the first time you log in.
6. Enter your new pass phrase.
7. Confirm your new pass phrase.
8. Click **Save**

### Changing Pass Phrase

1. From the menu bar on the home page, select **My Profile**
2. Click **Change Pass Phrase**
3. Enter in the new Pass Phrase and then again to confirm it.
4. Click **Save**
5. The new Pass Phrase will take effect upon your next login.

### Viewing Transactions

1. From the menu bar on the home page, select **Transactions** then **Manage**.
2. This will take you to the Transactions List page, displaying all of your transactions.

### Disputing Transactions

1. Before you dispute a transaction, you must first attempt to resolve the issue directly with the merchant!
2. From the Transaction List, click on the transaction you need to dispute.
3. Select a Dispute Reason from the drop-down list.
4. Confirm your E-mail Address and enter the Merchant State, if requested.
5. Enter any additional information required and Click **Submit**.

### Reviewing Transactions

1. Click on a transaction.
2. Compare the transaction details (e.g., amounts) with your receipts.
3. Review defaulted accounting code allocations and make any necessary changes.
4. If needed, add information to the **Transaction Notes** field.
5. Click **Save**
6. Click **List** to return to the Transaction List page

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**JPMorgan Chase**
**Statement of Account Report**

**First Time & Schedule**
1) From the menu bar on the home page, select **My Profile**

2) Check the check-box for Reports

   Enable E-mail notification for:
   - Reports

   Verify your e-mail address and click **Save**

3) From the menu bar on the home page, select **Reports** and Create

4) Select **Statement of Account**

5) Click **+** under Criteria

6) Select **Posting Date** from the Field drop-down menu; Select **Is Relative** from the Operation drop-down menu; Select **Last Period** from the Value drop-down menu; **UCO BILLING CYCLE** will default in the box to the right of Value.

7) Check the check box to **Schedule** your report; Select **Cycle** from the Frequency drop-down box; select **UCO BILLING CYCLE** from the Cycle drop-down box.

8) Enter a unique name of your choice in the **Name** field.

9) Click **Save**

**Once Scheduled** (Continued)

4) Click on the report name to view your Statement of Account report

<table>
<thead>
<tr>
<th>All</th>
<th>Category</th>
<th>Created</th>
<th>Status</th>
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**Cardholder Support**

The Cardholder Support Team is available 24 hours a day for assistance at **1-800-316-6056**.

Possible inquiries include:
- Reporting Lost/Stolen Cards
- Balance Inquiry
- Disputes Assistance
- Fraud Inquiry
- Declined Cards

Note: Cardholder Support will not be able to assist with PaymentNet-specific questions.

**PaymentNet Support**

Company specific program inquiries/information or for help with navigating within PaymentNet contact:

Cindy Guthrie
Phone (405) 974-2497
Email: cguthrie@uco.edu

Your session will automatically “time out” after 15 minutes of inactivity.